Boarding & Cleaning Monthly Backlog Codes & Regulations



KPI Owner: Darrell Coomer Process: Property Maintenance

12 Month Goal

7 200

12 Month Actual

| Ki i Owner. Darren coomer | | 110ccss. 110pcity indirectionee | | | | | | |
|-------------------------------------------------------------------------------------------------------|-----------------|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--|--|--|--|
| Baseline, Goal, & Benchmark | | Source Summary | Continuous Improvement Summary | | | | | |
| Baseline: FY13 Monthly average: 1,066 open | | Data Source: Hansen | Plan-Do-Check-Act Step 8: Monitor and diagnose | | | | | |
| Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting cases in a month. | | Strategic Plan | Measurement Method: The number of service requests open at the end of each month. Why Measure: Helps quantify the challenge of dealing w/ neighborhood blight. Next Improvement Step: TBD | | | | | |
| Benchmark: TBD | | | | | | | | |
| How Are We Doing? | | | | | | | | |
| Jul2014-Jun2015 | Jul2014-Jun2015 | | lun2015 Goal | Jun2015 Actual | | | | |

| 7,200 | 4,303 | | 800 | /45 | | | | | | |
|-------------------------------------------|-----------------------------------------|------------------------------------------|-----------------------------------------------------|-----------------------------------------|----------------|--|--|--|--|--|
| Requests | Requests | | Requests | Requests | | | | | | |
| Boarding & Cleaning Monthly Backlog | | | | | | | | | | |
| 2,500 —— | | | | | Good | | | | | |
| 2,000 —— | *** | *** | | | | | | | | |
| 1,500 ——————————————————————————————————— | ** | | | | | | | | | |
| _ | | | AA . — | **** | * | | | | | |
| 500 ——————————————————————————————————— | % 68% 42% 44% 78% 80% | 6 78% 73% 49% 17% 3 1% | 24% 37% 48% 34% 11% | A7% 38% 42% 54% 17% | 7% 3 8% | | | | | |
| Jul2011 | Jep2011 Nov2011 Jan2012 Mar2012 May2012 | Sep2012 Nov2012 Jan2013 Mar2013 | Jul2013 Sep2013 Nov2013 Jan2014 Mar2014 | May2014 Jul2014 Sep2014 Nov2014 Jan2015 | May2015 | | | | | |

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

— Median — Goal — Benchmark

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